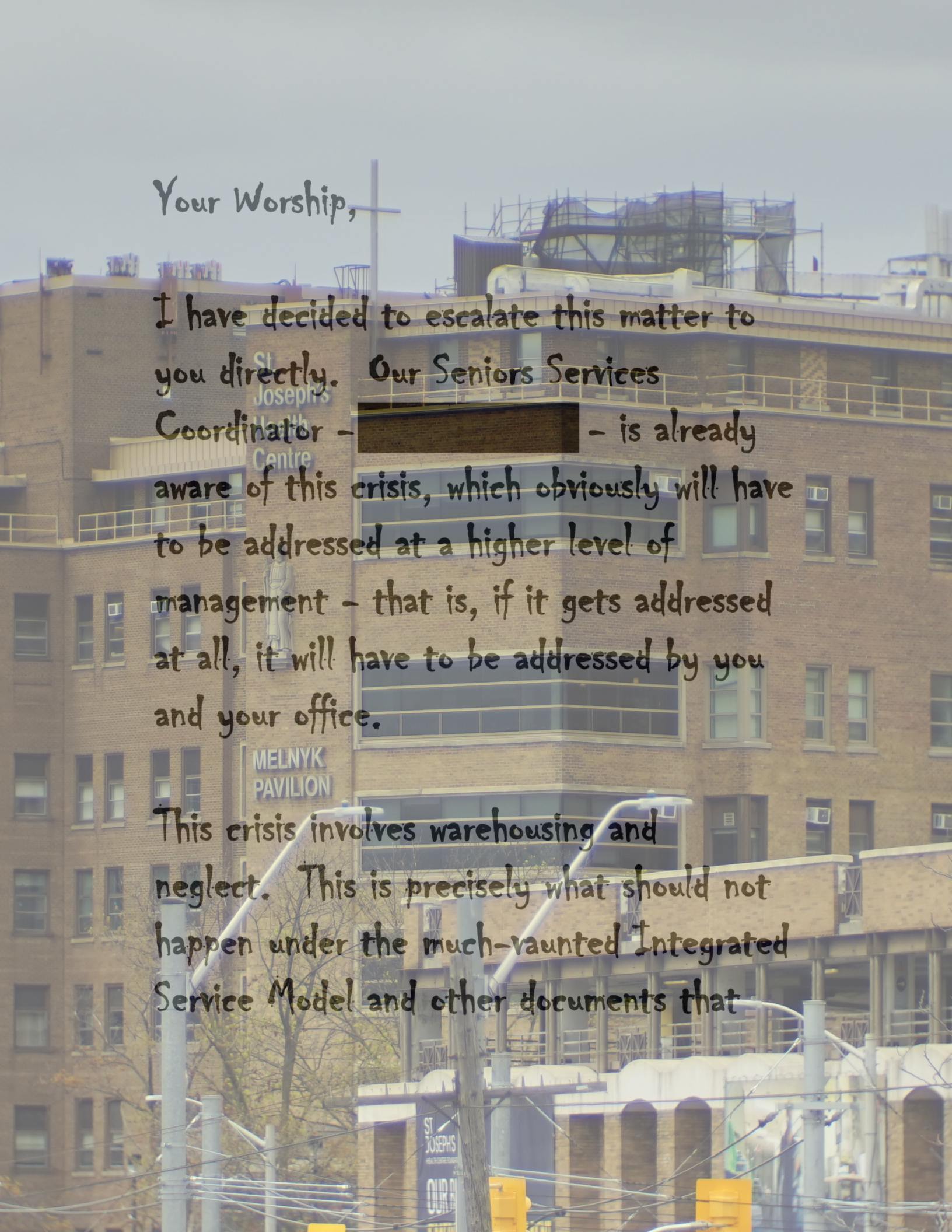




Your Worship,

I have decided to escalate this matter to you directly. Our Seniors Services Coordinator - [REDACTED] - is already aware of this crisis, which obviously will have to be addressed at a higher level of management - that is, if it gets addressed at all, it will have to be addressed by you and your office.

This crisis involves warehousing and neglect. This is precisely what should not happen under the much-vaunted Integrated Service Model and other documents that

have been generated - perhaps perpetrated is a better word - by numerous city and housing functionaries.

This crisis began at approximately 7:30 p.m. on Friday February 13 at [REDACTED]

Several things are distressing about this crisis.

1) The superintendent had been informed weeks before it happened, that something was seriously the matter with the occupant of [REDACTED]. The occupant

paced up and down the hall, up to an hour at a time several times a day. He appeared agitated, like he was responding to some kind of negative stimulus (which in retrospect was probably pain). The superintendent said he would inform the Seniors Services Coordinator. He never did. The obsessive pacing - and other behaviors - continued. Nothing was done about it.

2) The occupant was not getting adequate food and - given how often he set off his internal fire alarm - did not even know how to operate a stove. On several occasions

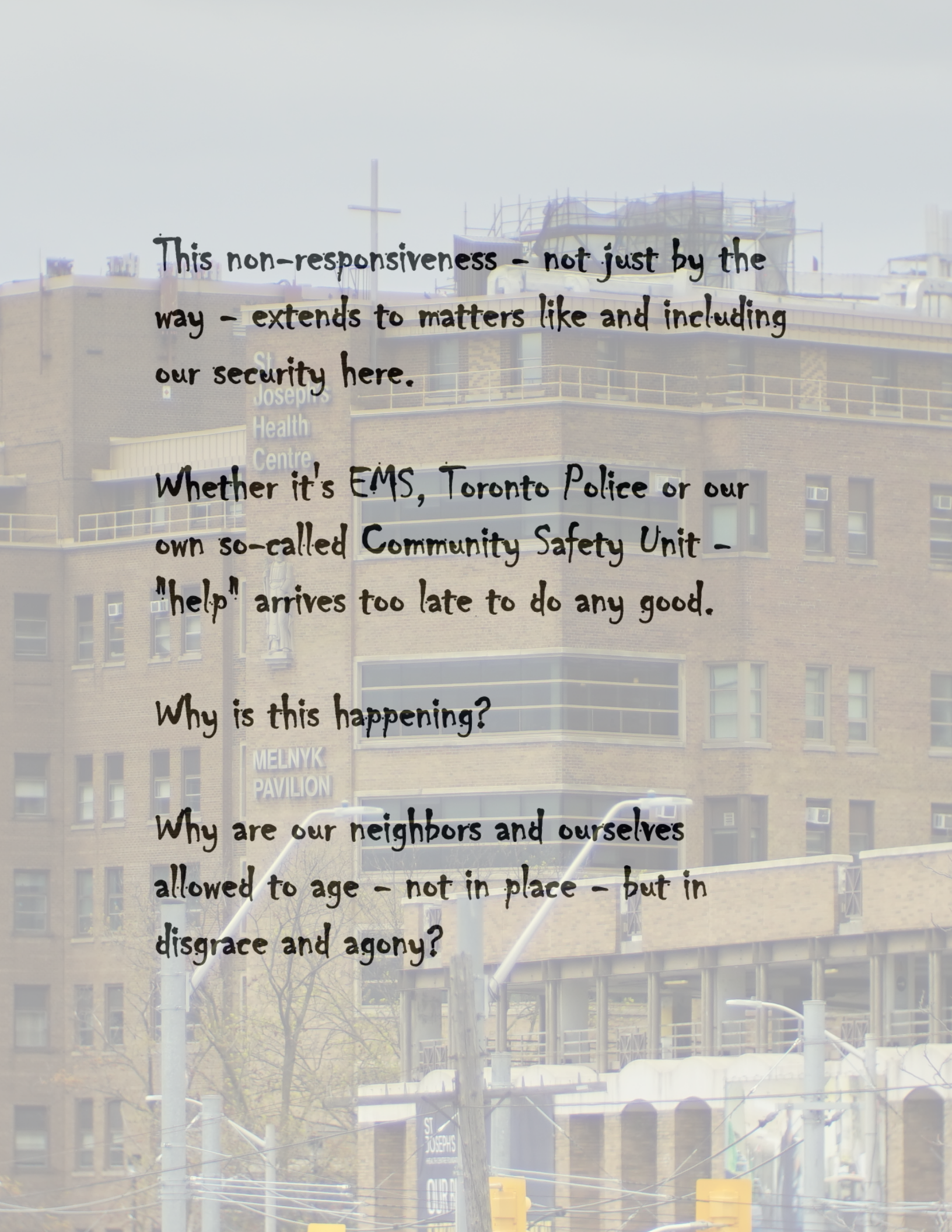
loud banging came from his unit. He was hacking at a hunk of frozen meat. Later he'd try to "cook" it, filling the hall with the stench of burnt food, and setting off his internal fire alarm and occasionally the main alarm (necessitating a visit from the Fire Department).

3) When the occupant went into medical crisis his screaming set off the entire floor. One tenant tried to get the occupant to sit down, and called the ambulance. When over half an hour later the ambulance still had not arrived, a second tenant made a second call for an

ambulance. The ambulance finally arrived nearly 2 hours after the first call, by which time the man had died in agony at St. Joe's.

4) The occupant - who was never known to go outside or to wear other than pajamas - somehow made it to St Joe's on his own. He was DOA. Housing likes acronyms, so here's a another one for Housing.

Two things really stand out. Lack of communication and/or concern by site staff, and systemic breakdown.



This non-responsiveness - not just by the way - extends to matters like and including our security here.

Whether it's EMS, Toronto Police or our own so-called Community Safety Unit - "help" arrives too late to do any good.

Why is this happening?

Why are our neighbors and ourselves allowed to age - not in place - but in disgrace and agony?

Why does "help" arrive 2 hours after it was needed - so routinely that when you see them (their cops or ours) you know something bad went down - 2 hours ago!

No doubt Housing will tell us to mind "our own business" even when "their business" affects us and other tenants so adversely.

At least a partial answer is painfully obvious. Management cannot fulfill the objectives of their own Integrated Service Model - which - it is also painfully obvious - doesn't exist at all except on paper. Then Housing generates a lot of

expensive propaganda at Town Halls and on paper to hide the reality - making it easier to ignore it.

This dichotomy, between a worsening reality and a big lie, if allowed to continue, will only generate worse realities and even bigger lies. It needs to stop.

Housing's "help" department calling themselves "solutions" is of course part of the problem.

This housing complex - [REDACTED]
[REDACTED] - has a long history of trouble. It
is not getting better.

This is anonymous because of Housing's
history of harassing and evicting their
critics. The facts are all verifiable with
even a cursory investigation.

